



## **CITY OF ALEXANDRIA RETIREMENT INCOME PLAN FOR FIREFIGHTERS AND POLICE OFFICERS FREQUENTLY ASKED QUESTIONS**

### ***Who is ICMA-RC?***

Founded in 1972, ICMA-RC is a non-profit independent financial services corporation focused on providing retirement plans and related services for more than a million public sector participant accounts and approximately 9,000 retirement plans. Our mission is to help build retirement security for public employees. We deliver on our mission by focusing on service, quality and value. All of our retirement programs, administrative services and educational tools have been developed specifically for public sector retirement plan administrators and participants like you. Our retention rate is one of the highest of any public sector retirement plan provider.

### ***What is the “blackout period”?***

This is the time needed by your current provider to complete the final reconciliation for each participant account in preparation for transmittal of assets to ICMA-RC. A reconciliation of every account is also conducted by ICMA-RC during the blackout period.

### ***Can I make changes during the “blackout period”?***

During the blackout period, changes to your account (including loan requests, hardship requests, allocation changes, distributions and transfers between funds) will not be allowed.

### ***Is my money invested in the market during the “blackout period”?***

Your money will remain invested in your funds at your current provider until the liquidation occurs. At that time, your current provider will send the proceeds to ICMA-RC by wire. During this time, your assets will be reinvested at ICMA-RC back into the replacement funds.

### ***How will my assets be reinvested at ICMA-RC?***

Your assets will be reinvested into your account at ICMA-RC using a fund mapping strategy. A fund mapping strategy is a process in which existing funds offered at current provider is compared to the new funds offered by ICMA-RC to determine the best match based on asset class and investment objective. The assets in your funds at current providers will transfer into the similar replacement fund at ICMA-RC with no action needed on your part.

### ***Do I need to provide any information to ICMA-RC?***

No. ICMA-RC will establish your account using records received from your current provider. At the completion of the transition, you will receive a confirmation letter informing you that your account has been established at ICMA-RC. At that time, we encourage you to establish your user identification and password to access your account online at ICMA-RC’s website. We also recommend that you review your account information when you receive your confirmation letter to ensure all data is current and accurate.

### ***Will my beneficiary information be transferred during the transition?***

No. Your beneficiary record will not be provided to ICMA-RC. Once the plan transition is completed, please take a moment to update your beneficiary record online at [www.icmarc.org](http://www.icmarc.org).

*(continued on back)*

AC: 19103-1013-6859

### ***How do I know my account has been established at ICMA-RC?***

After the blackout period at your current provider begins, ICMA-RC will receive your enrollment information from your current provider. Using this information, we will create your account. You will receive an “Enrollment Welcome Letter” by mail detailing the information used to establish your account. At this time, you can call ICMA-RC, or logon at [www.icmarc.org](http://www.icmarc.org) to make changes as needed.

### ***How do I access my account at ICMA-RC?***

Once the blackout period ends, you will have full access to your account online at [www.icmarc.org](http://www.icmarc.org). Logon and access your account by following these steps:

- **Step 1** — Click “Create Your Own Account”
- **Step 2** — Enter your Personal Information, read and accept the “Account Disclosures”, then click “Submit.”
- **Step 3** — Create your User ID and password, select a security image and answer 3 security questions, then click “Submit.”

### ***When can I call Investor Services with questions about my account?***

Upon completion of the transition, you may contact an ICMA-RC Investor Services Representative at 800-669-7400 (press zero to speak with a representative). Representatives are available Monday through Friday from 8:30 a.m. to 9:00 p.m. Eastern Time.

**Please note** — If you contact Investor Services prior to your account enrollment at ICMA-RC, representatives will be unable to address questions about your account.

### ***How do I confirm the amount that transitioned to my new account at ICMA-RC?***

At the completion of the blackout period, ICMA-RC will mail a “Conversion Confirmation Letter” to your home address. This will detail the amount by fund reinvested in your account at transition. At the end of the quarter following the completion of the transition, you should also receive a final account statement from your prior provider as well as a quarterly account statement from ICMA-RC. Using these statements and confirms, you can see the total that was transitioned for your account.

### ***I still have questions. Who can I call for more information?***

You may call your local ICMA-RC Representative for additional questions about the transition, or your account. Your representative’s information is included in the transition mailing referenced on the informational web site.